

Central Texas Rural Transit District
Job Description
Job Title: Customer Service Representative (CSR)

Exempt (Y/N): No	Division: CTRTD
Salary Level:	Department: Operations
Location: Early	Supervisor: Operations Office Manager
Employee Name:	Date: 8/11/22
Prepared by: Assistant Gen Manager	Approved by: General Manager

SUMMARY: Serve as Support staff to ensure the efficient and effective Operation of Transit system, Customer service representative, and assist Administrative personnel with billing and reporting requirements. Deal primarily with customer service including answering of telephones, booking of trip reservations, responding to inquiries from customers, and assisting with reporting requirements regarding statistical data by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Answer incoming telephone calls and send to the appropriate person if needed.

Customer service – book trip reservations for passengers needing transportation services in a courteous manner and verifies accuracy of information provided by customers.

Assign trips out to appropriate vehicles.

Maneuver and operate Scheduling software including trips reservations, geo-coding, verification of trips, scheduling of appointments, viewing manifest, marking clients as ready, and routing and verifying driver manifest.

Data input, geo-coding of addresses, and review of daily appointments from the Medical Transportation office.

Ensure an efficient system is maintained for Administrative and Operations offices.

Assist with correspondence, maintaining official documentation for the agency, composing and typing routine correspondence, and shall also issue purchase order numbers, log incoming cash receipts, maintain purchase requisitions, and other duties as assigned.

Responsible for reconciling pre-paid fare tickets, maintaining fuel receipts and assist in verifying charges listed on monthly vendor statement against fuel receipts and document discrepancies

Get along with and cooperate with other agency personnel.

Review and abide by scheduling guidelines in scheduling handbook.

Assist riders in resolving scheduling conflicts.

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File driver manifest and other operational reports.

Assist in completion of agency end of month billings.

Verify Driving paperwork and file.

Assist in Dispatch office when required by Supervisor, General Manager, Operations Manager, or Assistant General Manager.

Distribute drivers request for supplies.

Attend trainings/travel and workshops as required by Supervisor.
Comply with Agency Regulations and policies.

THIS FORM REFLECTS THE GENERAL DETAILS CONSIDERED NECESSARY TO DESCRIBE THE ESSENTIAL FUNCTION OF THE JOB IDENTIFIED AND SHALL NOT BE CONSIDERED AS A DETAILED DESCRIPTION OF ALL THE WORK REQUIREMENTS THAT MAY BE INHERITED IN THE JOB. INTRODUCTORY PERIOD IS 180 DAYS.

Failure to comply with Personnel Policies, job responsibilities, and functions can result in disciplinary actions and termination.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform the essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:
High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Have the ability to write routine reports and correspondence and the ability to speak effectively before groups of customers or employees of organization.

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MATHEMATICAL SKILLS:

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Drivers License	Defensive Driving Course
CPR Certificate	First Aid Certificate

OTHER SKILLS AND ABILITIES:

Ability to operate computer and input data (ten key), fax machine, phone skills, two-way radio. Bi-lingual helpful.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to deal with changing environments and handle stressful situations. The noise level in the work environment is usually moderate.

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**Review, Sign, and Return Job Description
with Application**

Applicant/Employee Acknowledgement

I have read, understand, and agree to perform the duties as outlined in this position description.

Applicant/Employee Signature

Date

Supervisor's Signature

Date